



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Gallatin River Communications L.L.C.**  
**d/b/a CenturyLink GRC**  
**for quarter ending March 31, 2011**

<b>Performance Data</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarterly Average</b>
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.00	0.90	1.00	0.97
B. Operator Answer Time - Information [730.510(a)(1)]	4.50	4.50	4.70	4.57
C. Repair Office Answer Time [730.510(b)(1)]	2.00	2.00	2.00	2.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	37.00	49.00	48.00	44.67
E. Percent of Service Installations [730.540(a)]	99.80%	100.00%	100.00%	99.93%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	98.90%	100.00%	99.40%	99.43%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.60	2.00	2.00	1.87
H. Percent Repeat Trouble Reports [730.545(c)]	9.20%	9.50%	7.90%	8.86%
I. Percent of Installation Trouble Reports [730.545(f)]	13.60%	11.80%	15.20%	13.53%
J. Missed Repair Appointments [730.545(h)]	3	0	2	2
K. Missed Installation Appointments [730.540(d)]	1	0	0	0

**Comments**



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